and the number of commuters travelled in those buses is given below:—

Average number of buses:

December, 1990 . .	3826
January, 1991 . . .	3856

Total number of commuters carried:

lakhs

December, 1990 . . .	1437- 34
January, 1991 . . .	1482 21

(b) Does not arise in view of answer to part (a) above.

(c) No, Sir.

Programme to improve customer service by the Mahanagar Telephone Nigam Limited, Bombay

*73. SHRI VIREN J. SHAH:
SHRI PRAMOD MAHAJAN:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Mahanagar Telephone Nigam Limited, Bombay, has embarked upon the 100-day programme to improve the customer service which includes survey to gauge customers' perceptions about the services being provided to customers; and

(b) if so. whether the Mahanagar Telephone Nigam Limited in other metropolitan cities would carry out similar surveys to gauge customer perception of the Mahanagar Telephone Nigam Limited"s quality and standard of services?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (DR. SANJAYA SINH): (a) Yes, Sir.

(b) Yes. Sir. The survey by MTNL is being carried out in Delhi also. This type of programme is being carried out not only in Metro towns but in all the places where Telephone Exchanges are located. The programme has been launched with effect from 1-1-91 with the following objectives:—

— Higher awareness of the problems of the subscribers and better responsiveness;
— Introduction of new services for better communications;
— Increased accessibility in rural network;
— Improved customer relationship:
— Technological innovations in the Telecom field;

Reduction in waiting lists:

— Replacement of life expired instruments.

Refuelling of U.S. airerafts at Bombay Agra and Madras

*74. SHRI SANTOSH BAGRODIA:
SHRI VITHALRAO MADHAVRAO JADHAV:

Will the Miniser of EXTERNAL AFFAIRS be pleased to state:

(a) whether it is a fact that refuelling of U.S. Airerafts at Bombay, Agra and Madras took place during the Gulf War;

(b) if so. the number of U.S. air-crafts refuelled at various air bases in India after 15th January, 1991; along-with the quantity of fuel given:

(c) what is the policy of Government in this regard; and

(d) what types of airerafts were those which availed of the refuelling facilities and since when?

THE PRIME MINISTER (SHRI CHANDRA SHEKHAR): (a) Yes, Sir.

(b) From 15 January 1991 to 20 February 1991, 115 US transport aircraft were given transit and refuelling facilities. During the months of January and February. 1991, approximately 32 lakh, litres of fuel was supplied.

(c) In keeping with normal international practice, and on the basis of reciprocity, the Government of India allowed the transit and refuelling of these aircraft.

(d) Only transport aircraft were given transit and refuelling facilities.